



U.S. Department of the Interior
"To-Be" Trust Business Model
Process Template

Title: Package Business Improvements

Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)

Process Number

B.4.2

1. Process Definition *Provide an overview of the process and define its starting and ending points*

1.1 Starts With	Recognized opportunity for business improvement.
1.2 Process Overview	<p>In order to implement a business process improvement recommendation, the same committee that initially identified the business improvement opportunity and made the initial recommendation must first formalize the recommendation. The committee performs any additional analysis by possibly conducting further analysis of the tracking system information. Next, the committee finalizes the recommendation in a report containing: a background, description of the improvement, possible options / alternatives, process benefits, the cost, the business impact and an implementation schedule.</p> <p>The finalized recommendation is presented to the CTM Project Team for review before it is forwarded to the Trust Executive Steering Committee (TESC). After approval by the TESC, implementation of the recommendation is coordinated through the Trust Program Management Center (TPMC). Together, the TPMC and CTM Project Team implement the business process improvement.</p>
1.3 Stops With	Packaged recommendation(s) for business improvement(s).

2. Trust Business Objectives *Identify the Comprehensive Trust Model strategic goals and business objectives to which this process contributes.*

Goal/Objective
Develop and maintain business processes and practices that are complete, consistent, reliable, and based on appropriate fiduciary standards.

3. How should Beneficiaries be involved in this process?

Beneficiary Involvement
None



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4. Organizations, Offices and Roles. *Identify the DOI organizations and related roles that should be involved in performing the process.*

4.1 DOI Organizations. *Identify the DOI organizations, offices and individual roles that contribute to this process.*

DOI organizations include the Office of the Secretary, BIA, OST, BLM, MMS, OHA, OSM among others.

Offices include Central Offices, Regional Offices, Agency(Field) Offices, etc.

All individual roles that contribute, in a significant manner, should be identified.

Organization	Office	Role	Contribution
BIA	Agency (Integrated Servicing Office)		Primary contact for beneficiaries
OST	Agency (Integrated Servicing Office)		Primary contact for beneficiaries
OST	Comprehensive Trust Management Plan (CTM) Group		Review and approve the business improvement opportunities and associated recommendations so they may be presented to the TESC. Partner with the TPMC for implementation of the business improvement opportunities / recommendations approved by the TESC.
DOI	Trust Executive Steering Committee (TESC)		Final review and approval of the business improvement opportunities and associated recommendations.
OST	Trust Program Management Center (TPMC)		Partner with the CTM Group for implementation of the business improvement opportunities / recommendations approved by the TESC.
DOI	Universal Support		Universal support representatives provide expertise for their respective function.



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4.2 External Organizations. *Identify the non-DOI organizations that support the execution of or contribute to this process.*

External Organization	Contribution
None	

5. Event(s) *Identify the events or conditions that start the process. Describe each event and indicate the frequency (daily, monthly, quarterly, etc.) in which each event is expected to occur. An event may be an external interaction (a beneficiary submits an application), the expiration of a period of time (a lease is due to expire in 90 days), or the realization of some pre-defined threshold (an IIM account reaches the automatic disbursement threshold).*

Event	Description	Estimated Frequency
Identification of potential business improvement opportunities	Potential business improvement opportunities with initial recommendations are identified from the analysis of the tracking data.	

6. Inputs and Outputs. *Identify and describe all inputs and outputs related to this process. Inputs are information or materials used during the execution of the process; outputs are materials or information produced by the process.*

6.1 Inputs

Input	Description
Identified potential business improvement opportunities	The B.4.1 process identifies potential business improvement opportunities with initial recommendations.

6.2 Outputs

Output	Description
Approved business improvement initiatives	Business improvement initiatives are approved by the TESC for implementation by the partnership of the CTM Group and TPMC.

7. Fiduciary and Legal Obligations and Controls

7.1 Obligations

Identify and describe the legal and fiduciary obligations that impact this process. For each obligation, indicate the document or commitment that defines the obligation and the citation (paragraph or section) within the document that pertains to this process.



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Obligation	Source	Business Impact
Secretary's Trust Principles		Provides guidance on responsibility for the management of the Indian trust assets, information and records.
25 CFR 1200 (American Indian Trust Fund Management Reform Act)		Establishes oversight on DOI Trust reform efforts and allows the Secretary to discharge trust responsibilities.
25 USC 4001		Provides authority for 25 CFR 1200.

7.2 Controls

Identify and describe any controls (enforcement mechanisms) that may be used to ensure that the process adheres to obligations and internal process requirements. Controls may be reviews, audits, segregated duties, etc. Indicate the reason that each control should be introduced (name the obligation that a control is intended to enforce; indicate any controls required to ensure consistency or reliability).

Control	Reason	Description
None		

8. Mechanisms (Systems of Record) Identify the mechanisms, or systems, that are needed to support the process (ex: Ownership, Leasing, Workflow Management, Office Filing System, etc.). Indicate the information and activities, relevant to this process, that each system supports.

System Name	Support
None	

9. Inter-Process Relationships Identify other trust processes that are related to this process (either predecessors or successors). If applicable, indicate the condition under which the processes are related.

9.1 Predecessors. Predecessors are processes that either produce information required by this process or that result in the need to execute this process.

Process No.	Name	Condition of Relationship
B.4.1	Analyze Tracking Data	The analysis of the tracking data may provide business process improvement opportunities.



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9.2 Successors. *Successors are processes that either use information produced by this process or that must be executed as a result of performing this process.*

Process No.	Name	Condition of Relationship
None		

10. Comments *Summarize any discussion, problems, issues or recommendations that should be considered when reviewing process performance. Category Values (Note, Best Practice, Decision, Problem, Issue, Recommendation)*

Category	Comment
Note	The tracking of the business improvement initiatives is performed by the project management tracking system used by the TPMC.
Note	The committee that performs the additional analysis is the same committee that performs the initial analysis in B.4.1.
Note	There needs to be a capability to store the identified business improvement opportunities for future trend analysis.